

VDC Customer Satisfaction Dashboard

4-day Status from 12/12/02 to 12/16/02

	Delivery Against Contract	Recent Customer Satisfaction	VDC Confidence Level & Trend	CSC Issues & Status	Initiatives / Milestones (next 30-days)
Wkd. Perf. (Dec 13 - 15)	Green	Green	N/A	See below	

Channel	Delivery Against Contract	Recent Customer Satisfaction	VDC Confidence Level & Trend	CSC Issues & Status	Initiatives / Milestones (next 30-days)
Students	Green	Green	Green ⇔	No issues	* FAFSA 7.0 beta testing began November 25, 2002. * New PIN beta app will be available December 15, 2002. Peak processing begins January 1, 2003. Akamai PIN Site caching is scheduled for December 29, 2002.
Schools	Green	Green	Yellow ↑	No issues	None
Financial Partners	Green	Green	Red ↑	No issues	None
CFO	Green	Green	Green ⇔	No issues	None
COO	Green	Green	Green ⇔	No issues	None
CIO	Green	Green	Yellow ⇔	No issues	Discussing the feasibility of tracking Xacta implementation at the VDC. Estimated completion date is December 10, 2002.